

CLAIMS:

1. Coordinating troubleshooting information associated with a machine, comprising the steps of:

maintaining troubleshooting-related information associated with functions of the machine within a database associated with the machine; and

providing troubleshooting-related information over a data network to a remote support enterprise for fault analysis and utilization during customer interaction.

2. The method of claim 1 wherein the troubleshooting-related information includes at least one of: machine identity, machine location, error codes, machine usage history and customer identification.

3. The method of claim 1 wherein the troubleshooting information is formatted in an object description interface prior to it being provided over the data network to the remote support enterprise.

4. The method of claim 1 further comprising the steps wherein:

the troubleshooting-related information is received by a remote support enterprise over the data network; and

the troubleshooting-related information is automatically processed by the remote support enterprise.

5. The method of claim 1 further comprising the steps wherein:

the troubleshooting-related information is received by a remote support enterprise over the data network;

the troubleshooting-related information is automatically processed by the remote support enterprise;

communication is provided by the remote support enterprise with a customer associated with the machine; and

corrective data is developed by the remote support enterprise.

6. The method of claim 1 further comprising the steps wherein:
 - corrective data is received by the machine from the remote support enterprise over the data network;
 - the corrective data is automatically processed by the machine; and
 - the database of troubleshooting-related information associated with ongoing functions of the machine is maintained.
7. The method of claim 4 further comprising the steps wherein:
 - corrective data is received by the machine from the remote support enterprise over the data network;
 - the corrective data is automatically processed by the machine; and
 - the database of troubleshooting-related information associated with ongoing functions of the machine is maintained.
8. The method of claim 5 further comprising the steps wherein:
 - corrective data is received by the machine from the remote support enterprise over the data network;
 - the corrective data is automatically processed by the machine; and
 - the database of troubleshooting-related information associated with ongoing functions of the machine is maintained.
9. The method of claim 4 wherein the troubleshooting-related information includes at least one of: machine identity, machine location, error codes, machine usage history and customer identification.
10. The method of claim 4 wherein the troubleshooting information is formatted in XML prior to it being provided over the data network to the remote support enterprise.

11. The method of claim 5 wherein the troubleshooting-related information includes at least one of: machine identity, machine location, error codes, machine usage history and customer identification.

12. The method of claim 5 wherein the troubleshooting information is formatted in XML prior to it being provided over the data network to the remote support enterprise.

13. The method of claim 6 wherein the troubleshooting-related information includes at least one of: machine identity, machine location, error codes, machine usage history and customer identification.

14. The method of claim 6 wherein the troubleshooting information is formatted in XML prior to it being provided over the data network to the remote support enterprise.

15. The method of claim 7 wherein the troubleshooting-related information includes at least one of: machine identity, machine location, error codes, machine usage history and customer identification.

16. The method of claim 7 wherein the troubleshooting information is formatted in XML prior to it being provided over the data network to the remote support enterprise.

17. Coordinating troubleshooting of a remote machine, comprising the steps of:

a customer support enterprise receiving over a data network troubleshooting data from a remote malfunctioning machine, said troubleshooting data needed for analysis and providing correcting malfunctions of a machine within a support enterprise;

automatically processing the troubleshooting data by enterprise equipment at the customer support enterprise; and

the customer support enterprise proceeding with at least one of:

i) electronically interacting with a customer using the troubleshooting data provided by the remote malfunctioning machine as a basis for the customer interaction, and providing the customer with corrective action based on troubleshooting data provided by the remote malfunctioning machine and the customer interaction;

ii) providing corrective action over the data network directly to the remote malfunctioning machine after automatic analysis of the troubleshooting data; and

iii) escalating customer support to advanced support and providing advanced support utilizing at least one of the troubleshooting data, the analysis of the troubleshooting data, and customer interaction.

18. The method of claim 17 wherein the troubleshooting information is formatted in an object description interface prior to it being provided over the data network to the remote support enterprise.

19. A machine comprising:

a microprocessor;

data communications equipment;

an analysis module;

a database adapted to develop a document containing data useful for remote troubleshooting of the machine;

a user interface; and

wherein a document is developed with input and assistance of the previously identified elements that are organic to the machine, the document formatted for transmission over the data network using the communication equipment.

20. The invention of claim 19, wherein the machine is a photocopier, printer, or other marking device.

21. The invention of claim 19, wherein the machine is a photocopier.

22. The invention of claim 19, wherein the machine is a printer.

23. The invention of claim 19, wherein the device's internal software is adapted causing corrective measures to be automatically executed on the machine in response to data received from a remote enterprise.

24. The invention of claim 19, wherein the device's internal software is adapted causing additional data collection to occur in response to data or software received from the remote enterprise.